

Summary Education (Pastoral Care of International Students) Code of Practice 2016

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

Purpose of the Code

The Code is a document, which provides a framework for service delivery by educational providers and their agents to international students. The code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand on a student permit from the New Zealand immigration service.

How to get a copy of the Code?

You can request a copy of the code from your New Zealand educational provider. The Code is also available online from www.nzqa.govt.nz

How do I know if an educational provider has signed the Code?

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from www.nzqa.govt.nz/signatoriestocodepractice . If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or

another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable grievance procedures for students and you need to go through these internal processes before you can take the complaint further. If your concerns are not resolved by the internal grievance procedures, you can contact the NZQA and the dispute resolution scheme.

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The Code sets standards for educational providers to ensure that:

- Support the well-being and achievement of International Students.
- High professional standards are maintained.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Information supplied to international students is comprehensive, accurate and up-to-date.
- Students are provided with information prior to entering into any commitments.
- Contractual dealings with international students are conducted in an ethical and responsible manner.
- The particular needs of international students are recognized.
- International students under the age of 18 are in safe accommodation.
- All providers have fair and equitable internal procedures for the resolution of international student grievances.
- Full details of what is covered can be found in the Code itself.

Disputes Resolution Scheme (DRS)

Signatories must comply with the DRS rules. This means that schools must ensure they are familiar with the DRS rules in the event a dispute arises between an international student and a school that is either contractual or financial. Students must also be aware of their rights to access the DRS.

Should a contractual or financial dispute arise between an international student and a school, NZQA will refer it to the dispute resolution scheme operator, FairWay Resolution Limited, who have been appointed to this role by the Ministry of Education. Information about the dispute resolution scheme operator can be found at their website:

www.fairwayresolution.com/istudent-complaints

Failure to comply with the DRS rules is a breach of the Code. This may trigger sanctions by the Code administrator.